

CLAIMS

Having thus described our invention, what we claim as new and desire to secure by Letters Patent is as follows:

1. A method of enhancing a dialog with a web server, said method comprising:
determining a dialog state by comprehensively capturing a dialog with said web server.
2. The method of claim 1, further comprising:
modifying said dialog, as based on said determining said state.
3. The method of claim 1, said determining a dialog state further comprising:
analyzing a content of said dialog.
4. The method of claim 3, said determining a dialog state further comprising:
analyzing a context of said content.
5. The method of claim 4, wherein said context analyzing optionally comprises natural language processing.

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6. The method of claim 1, wherein said comprehensively capturing said dialog comprises:

causing an inbound request from said browser to be directed to an intermediary; and

causing an outbound response bound for said browser to be first directed to said intermediary.

7. The method of claim 6, wherein said causing said inbound request and said outbound response to be directed to said intermediary further causes a plurality of inbound requests and a plurality of outbound responses to be directed to said intermediary.

8. The method of claim 1, further comprising:

modifying a content of said dialog.

9. The method of claim 8, wherein said modifying comprises at least one of:

modifying an existing element from one of an inbound request and an outbound response;

removing an element from said outbound response, wherein an action at said browser allows said element to be re-instated;

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removing an element from said outbound response, wherein said removed element cannot be re-instated by any action at said browser;

replacing a first element from one of said inbound request and said outbound response by a second element; and

adding a new element to one of said inbound request and said outbound response.

10. The method of claim 9, wherein said modification comprises inserting a uniform resource locator (URL) to allow one of:

said user to select a second, non-related web server;

an inbound request for said user to be sent to a new target web server;

an inbound request from said user to be directed to said web site and a response thereof to be sent to said intermediary;

an outbound response from said web site to be directed to said user; and

an outbound response from one of said second non-related web server and said new target web server to be directed to said intermediary;

11. The method of claim 9, wherein said dialog continues to be captured when said second, non-related web server is selected by said user and when said requests are sent to said new target web server.

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12. The method of claim 2, wherein said modifying performs at least one of:

- improving an efficiency of said web site;
- censoring information to said user;
- providing a warning to said user;
- asking said user to explain at least one of an action and a mental state;
- providing additional information;
- providing additional information that can be selected by said user;
- indicating a second, non-related web site to be selectable by said user; and
- providing additional information to attempt to influence a decision by said user.

13. The method of claim 1, wherein said dialog continues to be captured when a user selects another web site.

14. An apparatus for enhancing a dialog with a web server, said apparatus comprising:

- a dialog capture module to comprehensively capture a dialog between said web server and a browser.

15. The apparatus of claim 14, further comprising:

- an analyzer to determine a state of a user involved in said dialog.

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16. The apparatus of claim 14, further comprising:

a module to modify said dialog.

17. The apparatus of claim 16, wherein said module to modify performs a modification of said dialog based on a state of said dialog.

18. The apparatus of claim 14, wherein said dialog continues to be captured if a user selects another web site.

19. A signal-bearing medium tangibly embodying a program of machine-readable instructions executable by a digital processing apparatus to perform a method of enhancing a dialog with a web server, said method comprising:

comprehensively capturing a dialog between said web server and a browser.

20. The signal-bearing medium of claim 19, said method further comprising:

determining a state of a user involved in said dialog.

21. The signal-bearing medium of claim 19, said method further comprising:

modifying said dialog.

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22. The signal-bearing medium of claim 20, said method further comprising:

modifying said dialog based on said state.

23. The signal-bearing medium of claim 20, wherein said determining said state comprises:

analyzing a context of a content of said dialog.

24. A method of providing a service, said method comprising at least one of:

operating an intermediary web service to comprehensively capture a dialog with a web site, wherein said dialog is captured when an initial access request from a browser is received by said web site and a subsequent dialog between said web site and said browser is directed through said intermediary web service;

operating a web site that requests said intermediary web service to capture said dialog;

analyzing information in said dialog;

modifying a content of said dialog;

designing a computer program module to be incorporated in said intermediary web service for said dialog capturing;

designing a computer program module to be used in said analyzing; and

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designing a computer program module to be used in said modifying content of said dialog.

25. A system for capturing a dialog with a web server, said system comprising:

means for receiving, from a browser, an initial access request to said web server;

means for comprehensively capturing a dialog between said browser and said web server based on said initial access request, wherein said capturing includes capturing an inbound request from said browser and an outbound response from said web server in response to said inbound request.

26. The system of claim 25, further comprising:

means for determining a state of a user involved in said dialog.

27. A method of providing a service, said method comprising at least one of:

operating a web server so that, upon receiving an initial access request to said web server, a subsequent dialog associated with said initial access is directed through an intermediary established to capture said dialog;

operating a web server in the manner of said intermediary;

at least one of developing, producing, selling, transmitting via said web server, and receiving, via a network, a set of machine-readable instructions

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executable by a digital processing apparatus to perform a method of capturing a dialog on said network using said intermediary;

at least one of developing, producing, selling, transmitting via said network, and receiving via said network a set of machine-readable instructions executable by a digital processing apparatus to perform a method of at least one of filtering and modifying a dialog being processed through said intermediary;

at least one of receiving, displaying, storing, analyzing, and receiving an analysis of a dialog captured using said intermediary;

at least one of developing, producing, selling, transmitting via said network, receiving via said network, and executing a set of machine-readable instructions executable by a digital processing apparatus to at least one of receive, display, store, and analyze a dialog captured using said intermediary.

28. The method of claim 27, wherein said capturing a dialog provides a method for at least one of:

evaluating a website comprising said web server;

improving an efficiency of said website;

determining a state of said user;

influencing at least one of an action and a selection made by said user; and

conducting an interview with said user.

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29. A method for deploying computing infrastructure, comprising integrating computer-readable code into a computing system, wherein the code in combination with the computing system is capable of performing the method of claim 1.

30. A method of enhancing a dialog with a web server, said method comprising:
comprehensively capturing a dialog with said web server.